

TREND MICRO INCORPORATED

TRENDLIFE APP

END USER LICENSE AGREEMENT

Software / Service	TrendLife App — Closed Beta
Version	English / Japan & USA Beta Launch
Date	June 2026
Access Type	Invitation-only closed beta — no charge for the limited time beta period

Important: These terms and conditions govern your use of the TrendLife App software and service ("Service"), all related documentation, and any updates or upgrades provided without a separate license ("Agreement"). By downloading, installing, or otherwise accessing the Service, you agree to be bound by this Agreement and acknowledge that you have reviewed our Global Privacy Notice available at https://www.trendmicro.com/en_us/forHome/trendlife-app-privacy.html as well as the TrendLife App Privacy Policy available at <https://gr.trendmicro.com/GREntry/NonPayment?Target=Privacy&OS=&SP=&PID=KAA0&FunID=TrendLife&VID=&Locale=en> (the latter referred to herein as the "Privacy Policy").

Trend Micro Incorporated ("Trend Micro") reserves the right to amend these terms at any time at its sole discretion by posting changes at https://www.trendmicro.com/en_us/about/legal.html. Amended terms take effect upon posting. It is your responsibility to check the website for modifications.

YOU MUST BE AT LEAST 18 YEARS OLD AND HAVE ATTAINED THE AGE OF MAJORITY IN THE STATE, PROVINCE OR COUNTRY WHERE YOU LIVE TO ENTER INTO THIS AGREEMENT. IF YOU DO NOT AGREE TO THESE TERMS, DO NOT INSTALL OR USE THE SERVICE.

BETA NOTICE: TrendLife App is a pre-release closed beta service provided by invitation only. The Service is provided "as is" in its current beta form. Features may be incomplete, inaccurate, or subject to change without notice. Your participation is subject to a limited time beta access period. Trend Micro will observe and analyze usage patterns during this period for product improvement purposes as described in Section 3 below.

1. LICENSE GRANT

Subject to your acceptance of and ongoing compliance with all terms of this Agreement, Trend Micro grants you a limited, non-exclusive, non-transferable, non-sublicensable, revocable right to access and use the Service during the beta period solely for personal, non-commercial, household use. This license does not include any right to use the Service for commercial purposes or on behalf of any third party.

Trend Micro reserves the right to enhance, modify, suspend, or discontinue the Service, or to impose new or different conditions on its use, at any time without notice.

2. USE RESTRICTIONS

The Service is licensed, not sold. Trend Micro owns all title and intellectual property rights in the Service and related documentation and reserves all rights not expressly granted. You agree that you will not:

- rent, loan, lease, or otherwise make commercial use of the Service or use it to provide services to others;
- attempt to reverse engineer, decompile, modify, translate, disassemble, or discover the source code of any part of the Service, or create derivative works from it, or authorize others to do so;
- use the Service in any way that violates applicable laws or regulations;
- attempt to circumvent, bypass, or interfere with any security, consent, or confirmation gate built into the Service, including the mandatory confirmation gate for smart lock control;
- share your beta invitation or account credentials with any person who was not individually invited by Trend Micro;
- use the Service in connection with any commercial, enterprise, or professional activity.

3. BETA PARTICIPATION AND USAGE ANALYSIS

By participating in the closed beta, you consent to the following:

- Trend Micro will observe and analyze your usage patterns, consent event logs, agent action logs, and feature engagement during the two-week beta period for the purposes of product improvement, safety evaluation, and compliance monitoring.
- Usage analysis is a core purpose of the beta. By participating in the beta you consent to Trend Micro using your usage data for product research, safety analysis, and service improvement.
- Aggregated and de-identified analytics data may be retained beyond the beta period and used to inform product development. Individual interaction data will be handled in accordance with the Privacy Policy.
- You may withdraw from the beta at any time by contacting legal_notice@trendmicro.com. Withdrawal does not affect the lawfulness of processing carried out before withdrawal.

4. COMMUNICATIONS

Trend Micro may send you legal notices and other communications about the Service ("Communications") via in-product notices, email to your registered email address, or by posting on its website. By accepting this Agreement you consent to receive all Communications by these electronic means and acknowledge that you can access them.

5. NO WARRANTY

THE SERVICE IS PROVIDED "AS IS", "WITH ALL FAULTS", "AS AVAILABLE", AND WITHOUT WARRANTIES OF ANY KIND. THIS IS A PRE-RELEASE BETA SERVICE AND MAY CONTAIN ERRORS, INACCURACIES, OR INCOMPLETE FEATURES. YOUR USE OF THE SERVICE IS AT YOUR OWN RISK.

TREND MICRO DOES NOT WARRANT THAT THE SERVICE IS SECURE OR ERROR-FREE OR COMPLETE OR ACCURATE, OR THAT AI-GENERATED SUMMARIES, RECOMMENDATIONS, OR AGENT ACTIONS WILL BE CORRECT OR APPROPRIATE FOR YOUR CIRCUMSTANCES.

TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, TREND MICRO AND ITS AFFILIATES AND SUPPLIERS HEREBY DISCLAIM AND EXCLUDE ALL REPRESENTATIONS AND WARRANTIES WITH RESPECT TO THE SERVICE, EITHER EXPRESS OR IMPLIED BY STATUTE, COMMON LAW, OR TRADE USAGE, INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE, NON-INFRINGEMENT OF THIRD-PARTY RIGHTS, SATISFACTORY QUALITY, MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE.

AI DISCLAIMER: TrendLife App uses artificial intelligence. AI-generated summaries, recommendations, communications, and the AI assistant's actions, may be inaccurate or inappropriate. Further, this is a beta testing period for a new Service, and like any new Service, it could make mistakes or operate in ways other than as intended. Verify AI information. Do not

rely solely on the Service for medical, legal, financial, physical security, child welfare, or any other important decisions.

6. LIMITATION OF LIABILITY

Non-Excluded Liabilities

Nothing in this Agreement limits or excludes Trend Micro's liability for any liability that cannot be excluded or limited under applicable law, including consumer protection statutes in Japan (Consumer Contract Act) and the United States.

Exclusion of Consequential Damages

SUBJECT TO THE FOREGOING PARAGRAPH, IN NO EVENT SHALL TREND MICRO BE LIABLE FOR ANY LOSSES NOT REASONABLY FORESEEABLE AT THE TIME OF ENTERING INTO THIS AGREEMENT, OR FOR ANY CONSEQUENTIAL, SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OF ANY KIND, OR FOR LOST OR CORRUPTED DATA, SYSTEM DAMAGE, LOST PROFITS OR SAVINGS, OR LOSS OF BUSINESS, ARISING OUT OF OR RELATED TO THIS AGREEMENT OR THE SERVICE. THESE LIMITATIONS APPLY EVEN IF TREND MICRO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND REGARDLESS OF THE FORM OF ACTION.

Liability Cap

IN NO CIRCUMSTANCES SHALL THE MAXIMUM AGGREGATE LIABILITY OF TREND MICRO, ITS AFFILIATES AND SUPPLIERS ARISING FROM OR RELATING TO THIS AGREEMENT EXCEED THE LICENCE FEE, IF ANY, PAID BY YOU FOR THE SERVICE. AS THE BETA SERVICE IS PROVIDED FREE OF CHARGE, THE LIABILITY CAP IS NIL EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW.

7. EXPORT CONTROL

The Service is subject to export controls under the U.S. Export Administration Regulations. The Service may not be exported or re-exported to embargoed countries or to prohibited persons or entities without proper government licences. By accepting this Agreement you confirm that you are not a resident or citizen of any country currently embargoed by the United States and that you are not otherwise prohibited from receiving the Service.

8. TERMINATION

This Agreement and your access to the Service will terminate automatically at the end of the beta period unless extended by Trend Micro in writing. Trend Micro may also terminate your access immediately and without notice if you breach any term of this Agreement. Upon termination you must cease all use of the Service. All sections except Section 1 survive termination.

You may terminate this Agreement at any time by ceasing use of the Service and requesting account deletion at legal_notice@trendmicro.com.

9. GOVERNING LAW AND JURISDICTION

This Agreement will be governed by and construed in accordance with the laws of the State of California and the United States, without giving effect to conflict of laws provisions. The exclusive jurisdiction and venue for any action shall be the state courts of Santa Clara County, California, or the United States District Court for the Northern District of California. The United Nations Convention on Contracts for the International Sale of Goods does not apply.

Nothing in this Section limits any mandatory rights you may have under the consumer protection laws of Japan (including the Consumer Contract Act) or any US state. If any provision of this Agreement is found invalid or unenforceable, the remainder continues in full force.

10. GENERAL

This Agreement constitutes the entire agreement between you and Trend Micro relating to the Service and supersedes all prior agreements or understandings, whether written or oral. Trend Micro may assign or subcontract some or all of its obligations to qualified third parties, affiliates, or subsidiaries, provided no such assignment relieves Trend Micro of its obligations. Trend Micro's failure to enforce any term does not constitute a waiver of that term.

11. QUESTIONS AND CONTACT

For questions about the Service, visit: www.trendmicro.com/support/consumer.

For questions about this Agreement or to report a content safety concern: legal_notice@trendmicro.com

THE SERVICE IS PROTECTED BY INTELLECTUAL PROPERTY LAWS AND INTERNATIONAL TREATY PROVISIONS. UNAUTHORISED REPRODUCTION OR DISTRIBUTION IS SUBJECT TO CIVIL AND CRIMINAL PENALTIES.